

Niagara Region is an equal opportunity employer committed to inclusive, barrier-free recruitment selection processes and work environments.

Chief /Director Emergency Services Division – Niagara Region

Niagara Region

With a population of 479,000, Niagara is a rapidly growing Region, where the population is expected to grow by more than 214,000 new residents by 2051. It consists of a mosaic of twelve municipalities, each of which has its own distinctiveness, history, geographical differences, and culture. Niagara Region administration employs a dynamic workforce of approximately 3,500 union and non-union staff, working in multiple locations, jobs, and shifts.

The Niagara Region is also a location with breathtaking views, nature trails, lush vineyards, events, and festivities, located at the southern part of Ontario in Canada. The Region is surrounded by three bodies of water – Lake Ontario, the Niagara River and Lake Erie. With the world famous Niagara Falls, the man-made wonder Welland Canal, wine regions, historical sites, agricultural lands, commercial centers, casinos, festivals and shows, the entire Niagara Region has a vibrancy that will entice any visitor. The Niagara Region attracts over 13 million visitors on an annual basis.

For more information on the Region's direction please take a look at The Niagara Region's strategic priorities and objectives using the following link: [Niagara 2041 - Niagara Region, Ontario](#)

The Opportunity

The Niagara Region is seeking a dynamic and inspiring Paramedic Executive leader to serve as Director/Chief Emergency Services. Reporting to the Medical Officer of Health/Commissioner Public Health, the Chief/Director Emergency Services) is responsible for providing strategic, innovative, and operational leadership for development and delivery of best-in-class emergency medical services systems, programs, and services in the Region.

The successful candidate will have:

- A proven track record as a collaborative relationship builder at all levels within a complex multi-stakeholder environment and have the high levels of acumen and emotional intelligence to sustain these relationships.
- The judgement and experience to effectively organize and stage growth, change and improvement within the context of a difficult economic, health and employment environment
- A proven orientation to innovation and improvement and the knowledge, drive, and ability to support and sustain best in class EMS services in the Region
- Demonstrated ability to organize, align and engage their teams and stakeholders around goals and services
- Demonstrated commitment for providing strong support for Public safety, staff, ongoing operations, and patient care.

Services include Niagara Emergency Medical Services (Paramedic and Communications Services), Emergency Management Services, 911 PSAP Services, Regional Fire Coordination Services and CBRN/ Hazmat Planning and Response Services

The EMS has an operating budget of \$52million (2022) and capital budget of TBD. The Chief leads a team of 7 direct reports and a total complement of 500 staff. Direct reports are the Medical Director, Deputy Chief EMS – Operations, Deputy Chief EMS-System Performance, Manager of Emergency Management, Chaplain, Regional Fire Coordinator and Assistant to the Chief/ EMS Administrative Lead.

Core stakeholders include senior leaders, regional council, elected officials in 12 municipalities, Reginal leadership, governance boards, health care, law enforcement, fire services, community mental health, post secondary institutions, community groups and advisory committees. Stakeholders and elected officials in other levels of government.

Key Accountabilities for the Role include:

- Strategic, long-range people resource planning for the Department, supporting corporate culture and strategy, ensuring an engaged workforce and safe workplace resulting in optimal people performance, work quality and deliverability of results

- Overseeing the development and implementation of Emergency Medical Services programs, projects, and services for the Region of Niagara
- Work in close consultation with senior leaders and regional partners in Fire, Police, Healthcare and Community support agencies to prepare and respond major emergencies and disasters.
- Developing, managing, approving, and ensuring adherence to the annual and multi-Year Capital and Operating budgets for Emergency Medical Services in support of Council's objectives
- Participating in the development and implementation of corporate-wide-strategies, structure, systems, processes, and policies.
- Developing and managing relationships with internal and external stakeholders, ensuring department strategies are managed and financial and operational performance expectations are fulfilled
- Ensuring financial transparency and accountability in line with corporate financial policies

Knowledge, Experience & Capabilities

The successful candidate will be a collaborative leader with a proven track record of partnering with stakeholders in delivery of emergency services in a growing and complex multi-stakeholder environment.

The successful candidate will also demonstrate:

- Exceptional leadership with a proven ability to build a collaborative, team-based and safe culture, and to engage and inspire a work force of unionized and non-unionized staff
- Shown success in building succession, capability, and capacity of Emergency Medical Services
- High energy, positive mindset that is visionary and forward focused. Creative, innovative, curious, collaborative thoughtfully challenges the status quo.
- In depth knowledge of Community Paramedicine and other initiatives that manage medical conditions more effectively, out of hospital, promote health and reduce requests for ambulance transports
- Commitment to diversity, inclusion, and equity.
- Demonstrated success in EMS Master Planning developing and implementing multi-faceted strategic plans with wide-ranging impacts, along with relevant goals, objectives, process improvements and tools to support these plans
- Strong financial literacy in budget preparation operational oversight and accountability.
- Advocacy for health safety and wellness of patients and staff builds strong working relationships with frontline staff and union leadership.
- An aptitude as a collaborative networker, integrator and relationship builder developing strong and effective working partnerships, rapport with senior leaders, governance boards, health care, law enforcement, fire service, community mental health, post secondary institutions, community groups and advisory committees. Stakeholders and elected officials
- Excellent written and verbal communication skills. Comfortable presenting to a wide variety of audiences. Has the ability to communicate across all mediums and methods in an articulate, compelling, diplomatic, and engaging manner to ensure understanding of issues.
- The ability to effectively manage expectations and a reputation for being highly responsive to issues, concerns, and feedback
- Demonstrate thorough knowledge of emergency preparedness, incident command, major emergency response and disaster response and recovery.
- A strong degree of integrity, openness, objectivity, discretion, trustworthiness, ethical conduct, and transparency, while reflecting strong interpersonal skills
- Knowledge of the relevant Acts and Regulations that govern this role's responsibilities (*Ambulance Act, Highway Traffic Act, Emergency Management Act, Municipal Act* etc.).

Qualifications/ Certifications

Direct experience in the delivery of Emergency Medical Services is required A minimum of 7-10 years' experience in a senior leadership position in a larger sized emergency medical service

- A minimum 5 years' experience in an integrated EMS system including ambulance communications (dispatch) within an MPDS environment is strongly preferred
- Post-secondary degree in Business, Public Administration, or in a health sciences field. Master's degree in business or Public Administration, or in a health sciences field is preferred
- Previous experience as a Primary or Advanced Paramedic would be an asset.

Compensation

Hiring salary range is \$150,370 to \$176,910 per annum plus a competitive, full benefit package and pension plan.

Application Process

If this opportunity matches your interest, experience, and qualifications, please apply online in confidence to arthur@wmc.on.ca providing your application (cover letter and up-to-date resume) by end of day November 4th, 2022. Please note:

- Leadership assessments will be administered as part of the selection process per the Region's policy
- We thank all applicants; however, only those selected for an interview by the Region will be contacted.